

DIVISION/DEPARTMENT: Commercial Insurance – Markham		
JOB TITLE: Client Manager – Commercial Insurance		
Reports to: Commercial Manager - Markham		
Level/Grade:	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor	Hours 37.5/week
JOB SUMMARY: To help grow the assigned book of business by working closely with Client Executives to place new business and renewals with preferred underwriters and provide ongoing customer service and support.		
General Duties and Responsibilities: <ul style="list-style-type: none"> Market new business and renewals with select underwriters utilizing standard submission forms & creating specialized submissions. Manage the complete customer service experience for clients in the assigned book of business including handling general enquiries, managing policy changes, reviewing policy documents, reporting and following up on claims and processing certificates of insurance per McLean Hallmark standards and guidelines. Prepare of insurance summaries, premium comparisons and other supporting documentation for clients Ensure that all abeyances are properly managed to ensure clients receive policy documents and other information on a timely basis Assist with the collection of outstanding accounts receivables Thoroughly document all client and underwriter communications in the Broker Management System (BMS). Manage the assigned Client Assistants workload to ensure that documents are prepared on a timely basis Monitor and meet all RIBO continuing education requirements Adhere to the policies and procedures outlined in the Commercial Lines Mid-Market Manual and the McLean Hallmark Employee Manual Other duties as may be assigned 		
PROFESSIONAL COMPETENCY: <ul style="list-style-type: none"> A positive and professional role model; represent and promote the company’s Mission, Vision and Values. Maximize collaboration and cooperation between, and relationships with, all others and be willing to extend support to others. Continuously improve and maximize professional and interpersonal skills, knowledge and attributes Excellent organizational skills with an ability to prioritize Detail oriented with strong written and verbal skills 		
POSITION REQUIREMENTS AND EXPERIENCE: <i>These experiences and competencies are the minimums required for success in this position.</i> <ol style="list-style-type: none"> <u>Education, Licensing and Experience Requirements:</u> <ol style="list-style-type: none"> Post-secondary Diploma/Degree is an asset RIBO License in good standing CAIB and/or CIP designation or demonstrated progress towards attaining certification Minimum three years experience as a Commercial Lines Account Manager <u>Core Competencies and Personal Attributes:</u> <ol style="list-style-type: none"> Positive and passionate attitude with a very strong customer service focus Creative, innovative with solid organizational time management skills, accountable Tolerant and resilient with an internal compass always pointed towards integrity Strong knowledge and understanding of commercial insurance coverage Above average Microsoft Office computer software skills and working knowledge of programs. 		
Email Applications to: Patty McNeil pmcneil@mcleanhallmark.com		

TORONTO

184 Front Street East, Suite 601
Toronto, Ontario M5A 4N3

Phone 416 364 4000
Fax 416 364 5708

MARKHAM

10 Konrad Crescent
Markham, Ontario L3R 8T7

Phone 905 475 4070
Fax 905 944 0273

KINGSTON

847 Norwest Road
Kingston, Ontario K7P 2N3

Phone 613 389 5167
Fax 613 389 6967

MISSISSAUGA

25 Watline Avenue, Suite 301
Mississauga, Ontario L4Z 2Z1

Phone 416 364 4000
Fax 416 364 5708